

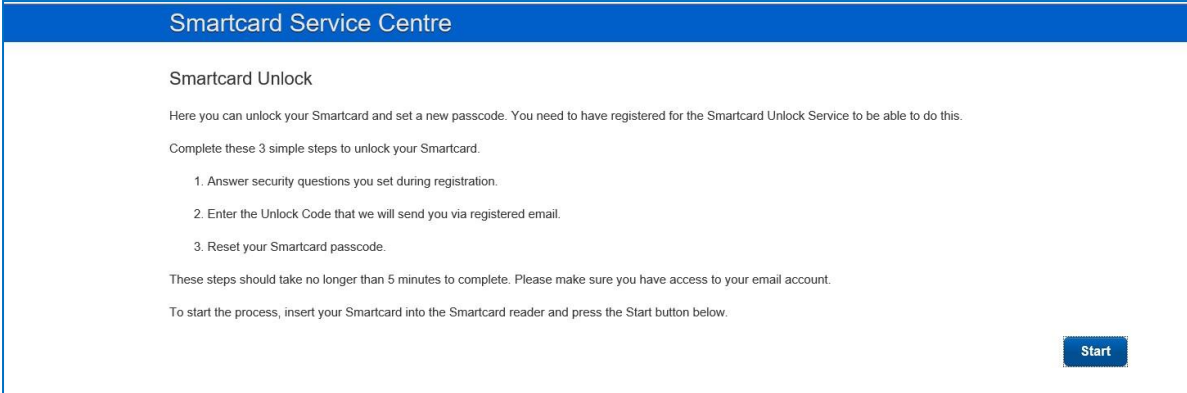
How to unlock your own smartcard on the self-service portal

-To proceed ahead, you must insert your smartcard into a reader where you normally log your smartcard in with.

Ensure that you have your NHS Mail account open, as at the end of this process you will receive an authentication email

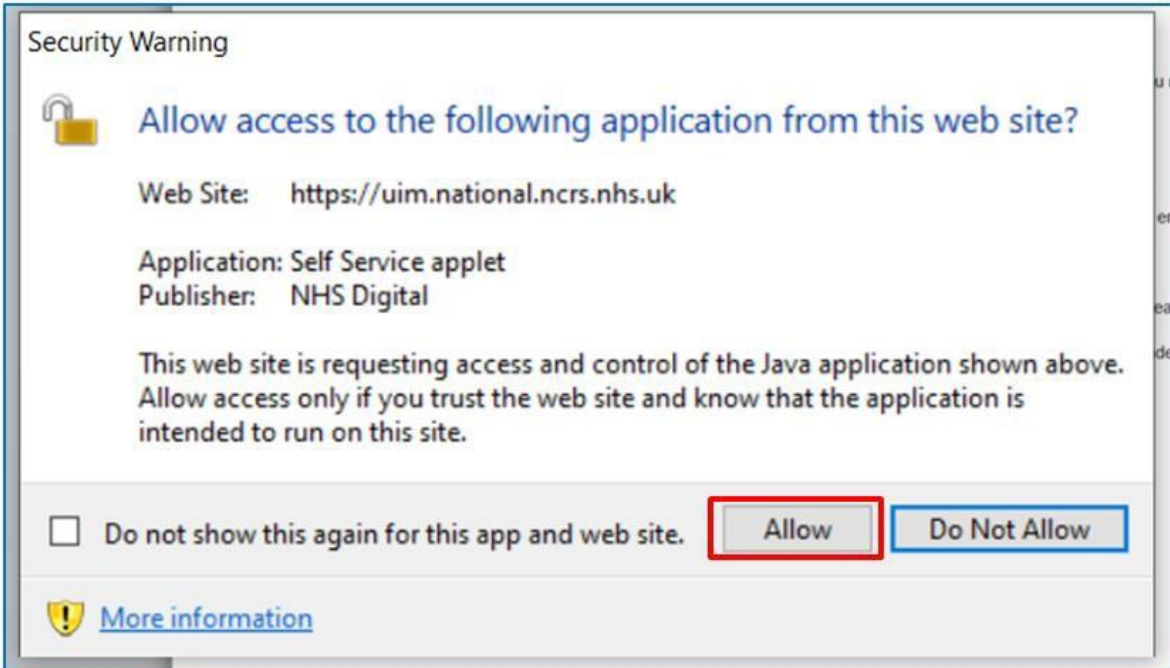
-Right click on the following link below, and then select Open Hyperlink and it will navigate you to the page, shown below the link.

<https://uim.national.ncrs.nhs.uk/selfservicewebapp/unlockCardStart>



The screenshot shows the 'Smartcard Service Centre' website. The main heading is 'Smartcard Unlock'. Below it, there is a paragraph: 'Here you can unlock your Smartcard and set a new passcode. You need to have registered for the Smartcard Unlock Service to be able to do this.' This is followed by 'Complete these 3 simple steps to unlock your Smartcard.' and a numbered list: 1. Answer security questions you set during registration. 2. Enter the Unlock Code that we will send you via registered email. 3. Reset your Smartcard passcode. Below the list, it says 'These steps should take no longer than 5 minutes to complete. Please make sure you have access to your email account.' and 'To start the process, insert your Smartcard into the Smartcard reader and press the Start button below.' A blue 'Start' button is located in the bottom right corner of the page.

- If the following security message shown below appears, click Allow



The screenshot shows a 'Security Warning' dialog box. It features a yellow padlock icon and the text: 'Allow access to the following application from this web site?'. Below this, it lists 'Web Site: https://uim.national.ncrs.nhs.uk', 'Application: Self Service applet', and 'Publisher: NHS Digital'. A warning message follows: 'This web site is requesting access and control of the Java application shown above. Allow access only if you trust the web site and know that the application is intended to run on this site.' At the bottom, there is a checkbox for 'Do not show this again for this app and web site.' and two buttons: 'Allow' (highlighted with a red box) and 'Do Not Allow'. A 'More information' link with a yellow warning icon is at the bottom left.

-Whilst your smartcard is slotted in the reader, it will prompt you to enter your passcode. Due to your smartcard being locked at this stage, you will need to click Cancel and proceed ahead by clicking Start on the self-service portal.

Smartcard Service Centre

Smartcard Unlock

Here you can unlock your Smartcard and set a new passcode. You need to have registered for the Smartcard Unlock Service to be able to do this.

Complete these 3 simple steps to unlock your Smartcard.

1. Answer security questions you set during registration.
2. Enter the Unlock Code
3. Reset your Smartcard

These steps should take approximately 5 minutes.

To start the process, insert your Smartcard into the reader.

Log in with Smartcard

Enter your passcode...

By entering your passcode you confirm your acceptance of the NHS Care Identity Service [terms and conditions](#).

-You will need to answer your security questions that were generated when going through the self-service registration. Once the answers have been correctly entered, click Next

Security Questions

! You are attempting to unlock a Smartcard issued to **Mr John Rigby**. If this is not you please do not proceed. To do so will result in disciplinary action.

To confirm your identity please answer the following security questions. These are questions that you provided when you registered for the Smartcard Unlock Service.

What was the make and model of your first car?

What was your childhood phone number, including area code?

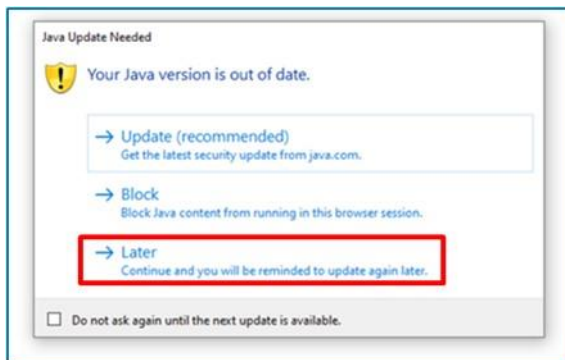
-Once the security questions have been verified, you will need to access your NHS Mail to retrieve your smartcard unlock code. This should be sent after proceeding from the previous step. Once the email is visible in your inbox (if not, please ensure to check your junk folder), proceed to enter the code into the box as shown below. Then click Next

Smartcard Unlock Code

We have sent a Smartcard Unlock Code to your registered email address. Once you receive the code, enter it below and press the Next button. This will take you to a screen where you will be able to set a new passcode for your Smartcard.

Smartcard Unlock Code

-A java pop up may appear. Click Later to ignore the pop up.



-Now that all the verification steps have been completed, you are now able to reset your smartcard passcode. If you remember your existing passcode and your card was just locked, you are able to use the same passcode you previously used. Otherwise, you are able to generate a brand new passcode.

-The character limit needs to be a minimum of four characters and a maximum of eight characters and you can use numbers, letters or special characters or a mixture of any characters.

-Please ensure to confirm your passcode by filling both boxes. Once you're satisfied with your passcode, click Confirm to complete the unlock smartcard process.

After clicking confirm, the process of unlocking your own smartcard is complete. If you require additional help with the smartcard please let us know on x4050 or by visiting the IT walk in centres at City or Sandwell site.